

**Kansas Department of Agriculture Policy Statement
Regarding
Field Employee and Field Office Staff Supervision and Accountability**

A. PURPOSE

This policy implements written procedures and guidelines under which supervisors will supervise and monitor the time, leave and work performance of the Kansas Department of Agriculture employees including field staff and those stationed in field offices (locations other than the downtown Topeka office). It is incumbent upon the program manager to ensure staff are properly supervised, their performance meets expectations, their work is accurate, there is a true account of time and work performed, and their time sheet is accurate.

The expectations contained in this policy are the minimum. Program managers are authorized and expected to custom-tailor controls and processes to meet the specific accountability needs of their program as well as for employees with disciplinary problems.

It is recognized that no policy can address every situation that might arise. Thus, communication between supervisor and employee must be ongoing. Any deviation from this policy or any situation not covered by it must be discussed by supervisor and employee and approved prior to making the change. In the event of an emergency, employees should use their best judgment and then notify their supervisor as soon as possible.

B. MINIMUM EXPECTATIONS FOR MANAGING FIELD STAFF

This section applies to all employees who do field work whether routinely or occasionally. This includes those assigned to field offices, home offices, and the downtown Topeka office.

- 1) The program managers shall maintain their Outlook Calendar and shall require all staff to maintain their Outlook Calendar as follows:
 - a) Location of work, e.g. name of establishment.
 - b) Activity performed, e.g., inspection, investigation, meeting, etc.
- 2) The program managers or their designee will periodically review field staff reports, logs and other documents. The review shall consist of the following:
 - a) Is the report legible, grammatically correct, complete and accurate?
 - b) Are there any inconsistencies in the report that might suggest that it was not completed at the establishment?
 - c) Is the time-in/time-out completed and does the time reflect a reasonable duration for the work completed?
- 3) The program managers or their designee will periodically (minimum annually) visit recently inspected establishments (minimum two per staff person) and compare the establishment's report with the office copy to ensure that there is a 100 percent match. The program managers or their designee will visit with establishment management about

the inspection to determine if the inspection was conducted in a professional, courteous and efficient manner.

- 4) The hours for employees are 8 a.m. to 5 p.m. except in accordance with the agency's established flex-time policy.

C. ADDITIONAL MINIMUM EXPECTATIONS FOR MANAGING FIELD OFFICE STAFF

- 1) The program managers or their designee shall make at least one visit to the field office each year. When possible, the visit should be unannounced. The purpose of these visits is to:
 - a) Verify that staff are working
 - b) Ensure compliance with dress code and other applicable agency policies
 - c) Observe the cleanliness and maintenance of the field office, and
 - d) Provide an opportunity for staff to visit with management in-person.
- 2) The program managers or their designee will periodically call the field office at varying times, e.g., start of day, end of the day or work week to check in and verify that staff are working.

D. ADDITIONAL EXPECTATIONS FOR HOME-BASE OFFICE STAFF

- 1) Program manager is to identify in writing (position description, evaluation form, etc.) the duties that will be performed from the home office,
- 2) Identify how deadlines will be handled,
- 3) Identify hours to be worked,
- 4) Specify allowable home office time and frequency,
- 5) Identify how hours worked will be recorded , and
- 6) Give an amount of notice to be given of any change in the arrangement.
- 7) Employee will maintain his/her calendars in Outlook. It will contain a projected two week plan of work, inspections, locations, meetings, and leave schedules at a minimum – program managers may require additional information or projections based upon the specific program need. The calendar will be updated with actual work information at the end of each work day or by 9 a.m. the next day, except for leave which is detailed in section E.
- 8) Program manager is to document how the employee and other staff in the agency will be able to contact each other during the workday.

E. ATTENDANCE POLICY

Regular attendance is essential to KDA's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.

It is understood that schedules may change due to illness, weather, business changes and for personal reasons. Program managers are encouraged to work with staff to accommodate these changes; however, it is incumbent upon the employees to seek supervisor approval before making any changes to their work schedule or taking leave. Failure to obtain prior approval for work schedule changes or taking leave may result in disciplinary action being taken against the employees.

Employees are expected to report to work as scheduled and on time. If it is impossible to report for work as scheduled, employees must call their supervisor before their starting time. If the supervisor is unavailable, a voice message should be left. If the absence is to continue beyond the first day, the employees must notify their supervisor on a daily basis unless otherwise arranged. Calling in is the responsibility of every employee who is absent. Absence for three consecutive work days without notifying the manager may be considered job abandonment.

Employee Outlook Calendars are to be updated to reflect leave and any other changes by close of business (COB) on the day of the change if possible, but no later than 9 a.m. the next day. In the event of sick leave, the employee Outlook Calendar is to be updated no later than 9 a.m. the morning upon return to active duty.

F. WORK SCHEDULES

- 1) Program managers, in accordance with the provisions of the personnel policy, must authorize overtime and when employees may return to work during off-hours (call back time). Compensation or compensatory time off will be authorized by management according to the provisions of the personnel policy.
- 2) Field/home office assignments or schedule changes may be made at the program manager's discretion to meet management needs or to accommodate an employee's request.
- 3) Home office work may not substitute for primary child or home health care giving.
- 4) Weather may require schedule changes, but the change must be discussed with and approved by the supervisor prior to making it.

G. CONFIDENTIALITY AND SENSITIVE INFORMATION

All employees, including field staff, are expected to adhere to KDA rules, regulations, policies and procedures regarding security and confidentiality for the computer, its data and information and any other information handled in the course of work. Employees must use

established procedures, (air-cards, tethering, Wi-Fi, etc.) established by KDA's information technology program in conjunction with the program manager.


H. MAINTENANCE, REPAIR, AND REPLACEMENT OF EQUIPMENT

KDA is responsible for maintaining, repairing and replacing agency-owned equipment issued for use in the home office. In the event of equipment malfunction, the employee must notify his/her supervisor immediately. If repairs will take some time, the department will find alternative means to continue the employee's work which can include asking the employee to report to the main office until the equipment is usable.

I. PERIODIC PERFORMANCE REVIEW

Supervisors should meet regularly with their staff to review performance. Employees should also expect supervisors/managers to perform quality assurance checks on employees through follow up calls on inspections performed, reviewing vehicle logs, reviewing fuel receipts, referencing phone records, and verifying receipts.

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